2014 ANNUAL REPORT - 2015 OBJECTIVES

Minnesota Department of Veterans Affairs



MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

2014 ANNUAL REPORT

JULY 1, 2013 THRU JUNE 30, 2014

2015 OBJECTIVES



Dedicated to serving Minnesota Veterans and their families

FROM THE COMMISSIONER

MINNESOTA DEPARTMENT OF VETERANS AFFAIRS



"Now more than ever we need to continue to deliver on

our promise to take care of Veterans"





FOUR YEARS AGO, I was given the honor of continuing my service to Veterans through appointment as Minnesota's Commissioner of Veterans Affairs. This came after completing seven years as the state's adjutant general (TAG) during a time of extensive deployments to Iraq and Afghanistan. My personal experiences as a Vietnam Veteran and as TAG helped me understand what it takes to bring our men and women "all the way home." The Minnesota Department of Veterans Affairs exists to serve Minnesota's 369,000 Veterans. I'm extremely proud of our staff for carrying out this mission – from our five incredible State Veterans Homes, to the more than 20 programs and services we oversee.

Over the last fiscal year I have witnessed unprecedented support and dedication from my staff, state and federal leaders, and the community at large. In 2014 we accomplished a great deal together, including:

- Breaking ground for Minnesota's **second State Veterans Cemetery**, located in Preston
- A commitment and progress toward ending Veteran Homelessness in Minnesota by 2015
- The Minneapolis Veterans Home has received full funding for the final phase of bed replacement for building 17; this will bring to completion our vision to provide the best care possible for our nation's heroes
- An expanded Claims Office, to connect even more Veterans with the benefits and services they
 have earned through service to this country
- Continued momentum toward Center for Medicare Medicaid Services (CMS) certification within the Veterans Home system
- Sustained focus on quality improvement; the Minnesota Veterans Homes were again recognized through the Governor's Continuous Improvement Awards
- Record-breaking attendance at events, including Veterans Day, demonstrating strong support from the community at large
- More than 15,000 Minnesota students utilized VA education benefits, totaling \$150 million in federal education dollars to the state
- Benefits for Veteran-owned small businesses, and a continued focus on Veteran employment
- Operational Enhancement Grant funding for County Veterans Service Officers across the state, helping counties reach more Veterans

Investing in Veterans is good for everyone. Does that mean we can slow down our efforts?

Quite the opposite. Our OPTEMPO ("operational tempo" for the non-military readers) is full speed ahead.

As a nation, we are entering our 14th year of armed conflict. Now more than ever we need to continue to deliver on our promise to take care of Veterans. Waves of Veterans are still coming home. Now is when we really need to roll up our sleeves and get to work. The sooner and more comprehensively we can do that, the more we are setting our Veterans, and their families, up for success.

To all the *Veterans*, thank you for raising your right hand to protect and defend this great nation. To all the *families* who were drafted, thank you for enduring and sacrificing alongside your Veteran. And to all the *elected officials, communities* and *organizations* throughout Minnesota who have demonstrated support, thank you for helping us *"bring them all the way home."*We are well on the way to **helping our Veterans make that journey.**

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MINNESOTA VETERAN.ORG 2014 ANNUAL REPORT MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

MINNESOTA DEPARTMENT OF VETERANS AFFAIRS **MDVA**





MDVA exists to

fulfill the needs of Minnesota Veterans and their families

by providing innovative

programs and services to maximize the quality of life

for those who have served our country.



MDVA's vision reflects Minnesota's state goal, in that... Every Minnesota citizen can achieve optimal health, the education and skills needed to achieve their goals, with strong, stable families and communities.

Services of MDVA

Dedicated to improving the health and quality of life for Veterans and their families, the Minnesota Department of Veterans Affairs (MDVA) meets these needs by providing services through its two divisions-MDVA Health Care and MDVA Programs & Services.



MDVA HEALTH CARE FOR VETERANS

The MDVA Health Care division operates five Veterans Homes located in Fergus Falls, Hastings, Minneapolis, Luverne and Silver Bay. These Homes provide high-quality **medical** and **primary psychological** health care to meet the long-term needs of aging Veterans and their families. In addition to health conditions unique to Veterans (such as traumatic brain injuries and post traumatic stress), the MDVA Homes also provide rehabilitation and work therapy, treatment for chemical dependency, as well as transportation, spiritual and recreational services, and much more.



MDVA PROGRAMS & SERVICES FOR VETERANS

MDVA's Programs & Services division aids eligible Minnesota Veterans, plus their dependents and survivors, in attaining both the **federal and state benefits** they have earned. Areas of assistance include financial, educational and medical benefits, as well as programs for housing and employment, memorial and funeral needs, and in some cases **financial assistance** for Veterans undergoing a serious fiscal crisis.

Who



There are approximately 369,149 Veterans in Minnesota – 7% of the state population



Veterans currently comprise 21% of the state's 65 years old or older population, and 24% of the state's 75 years old or older population

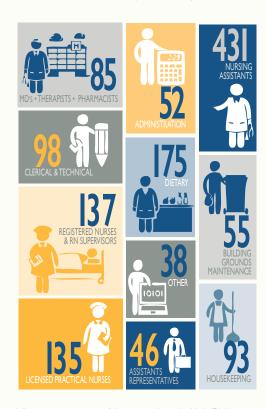


Since 9/11, over **66.000** Minnesotans have been discharged from active duty, with 43.000 having served in a combat zone

How MDVA SERVES



Appointed as the 17th Commissioner of the Minnesota Department of Veterans Affairs (MDVA) in January 2011, Larry Shellito heads up a staff of 1,345 with the assistance of Acting Deputy Commissioners Robin Gaustad, MDVA Health Care, and Brad Lindsay, MDVA Programs & Services.



Ninety-one percent of those employed with MDVA provide speciality skills to treat and care for our Veterans health needs. These skills, administered through one of five MDVA Veterans Homes, include doctors, nurses, therapists. pharmacists, dieticians and other specialized services.

Nine percent of MDVA staff provide Veterans with technical and administrative services, available through the MDVA Programs & Services division.

Why MDVA SERVES

Veterans from every conflict and era face challenges and struggles. Many return with visible and often devastating combat injuries such as amputated limbs. Many more carry the invisible wounds of war such as traumatic brain injury and post-traumatic stress disorder. Nearly every Veteran faces the stress of transitioning back to their lives.

Less publicized than a Veteran's health needs, perhaps, are the transitional issues Veterans face after service – struggling to find jobs, grappling with poverty, the number facing homelessness, and the lack of adequate services available to earlier service eras.

FACT On any given night in Minnesota, there are more than 300 Veterans without safe, stable or affordable housing. Overall, homeless Veterans tend to be male, however female Veterans are becoming a fast growing segment of the homeless population.

FACT Young Veterans experience unemployment at a higher rate than the general population. Transitioning military skills to civilian occupations often makes this more difficult, requiring additional training and education all which can delay or extend the transition process.

While current needs remain great, the future demand for the comprehensive services MDVA provides is projected to be **even greater** due to two key factors:

- ANTICIPATED REDUCTION IN FORCE Since the Department of Defense projects a continued troop reduction over the next months and years, the need continues to rise.
- AGING OF THE VETERAN POPULATION The number of Veterans over the age of 75 in Minnesota is projected to increase by approximately 9% over the next 20 years.

The needs have always been great for Veterans, and will remain so for the foreseeable future. Therefore, the mission of MDVA remains clear and strong – to meet the needs of our Minnesota Veterans.

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Partners

THAT SERVE WITH MDVA

To provide Minnesota Veterans the most complete support, care and advocacy network possible, MDVA works in close partnership with many state and federal organizations. Here are just a few:



U.S. Department of Veterans Affairs Services include claims benefits, medical center, ambulatory care to Veteran Home Residents, as well as



Veterans Integrated Service Network

Largest integrated health care system in the US. VISN 23 VA Midwest

Health Care Network Located in Minneapolis and St. Cloud



Office of the Governor Provides support

through initiative and policy development Military Order of the Purple Heart State and Federal

Elected Officials Works with MDVA to raise awareness or Veteran-related issues



rograms to help

Veterans integrate into

society in order to lead

healthy, independent lives

Minnesota National Guard Works with MDVA or reintegration, Veteranrelated issues, legislation and service and family projects



Officers (CVSOs) The primary source of contact for Veteran

Commanders' Task Force (CTF) Comprised of the nine congressionally chartered Veterans

Army Morines Novy Als France Coopl Metch

United Veterans

Helps Veterans remain

up-to-date on local and

national Veteran-related

Lutheran Social Service

of Minnesota (LSS)

Minnesota State

College and University

(MnSCU) System

Dept. Employment

Development (DEED)

iHeart Media

Minnesota

news and legislation

Specific Program

(UVLC)

Service Organizations (VSO). Working together to raise awareness on Veteran-related issues. the organizations include:











tpt @ Twin Cities











Results

OF MDVA SERVICES

Throughout 2014, MDVA staff and our partners have remained committed to providing excellent service to Veterans and their families. Here is just a quick overview of some of the results from these efforts:

Increase in compensation/pensions

The number of MN Veterans and their dependents receiving federal VA compensation or pensions increased 8%



Increase in MDVA representation

The number of Veterans and their dependents who have MDVA as their accredited representative to the Federal VA increased nearly 14%



Increase at Veterans Resource Centers

The number of new individuals served at the Veterans Resource Centers through the Higher Education Veterans Program increased over 12%



Increase satisfaction with CORE program

Veteran CORE program participants that were satisfied with the services received, and how their needs were met, increased by 7%



High ratings for MDVA cemetery services

Burial services at Little Falls Veterans Cemetery received a rating of 100% from Veterans and their families as either satisfied or extremely satisfied



Veterans Homes receive high satisfaction rating

To determine satisfaction levels, MDVA Residents and their families at all five Veterans Homes are surveyed on a monthly basis by the independent rating service, Pinnacle Quality Insight. Fifteen areas are monitored, including nursing care, response to needs, therapy, safety, cleanliness and more. With a scale of I, indicating Not satisfied, to a high rating of 5, indicating Extremely satisfied, MDVA achieved a rating of 4.64 for 2014.



Veterans Homes earn "Best in Class" rating

Based on the survey results performed by Pinnacle Quality Insight comparing nursing homes from across the country, in 2014, Minnesota Veterans Homes earned forty-nine "Best in Class" certificates, given only to facilities that exceed the national average



SERVICES OF MDVA

In recognition of service and sacrifices above and beyond, a number of state and federal programs are available to Veterans and their families – programs that care for their health needs, defray burial costs, and assist with returning to jobs and communities. The mission of the Minnesota Department of Veterans Affairs (MDVA) is to be the resource that Veterans and their families can turn to regarding what programs are available, and how to access these earned benefits. The assistance offered to Veterans by MDVA is through two divisions of service: **Health Care** and **Programs & Services**.



Established in 1887, in the early days, Minnesota Veterans Homes were not primarily designed as medical facilities. But as the health care needs of returning Veterans changed, so, too, has the mission of the MDVA Veterans Homes. Today, MDVA facilities serve a range of health needs, including **skilled nursing care, special care units** for specific conditions such as dementia and Alzheimer's, 24/7 domiciliary care and adult day center services.

Minnesota Veterans Homes are located in:

MDVA STATE VETERANS HOMES

- Fergus Falls
- Hastings
- Luverne • Minneapolis*
- Silver Bay
- * MDVA's Minneapolis campus also provides Adult Day Center services.

The **areas of care** MDVA Homes provide include:

- Primary medical care
- Occupational and physical rehabilitation & fitness
- Recreational and work therapy
- Drug and alcohol treatment
- Mental health services
- Dental and optometry care
- Diet and nutrition services Pharmaceutical services
- Social and behavioral services
- Volunteer programs

Through the MDVA Programs & Services division, Minnesota Veterans from all eras are connected to important benefits and resources earned through service. Collaborating with partners in the Veterans services community, MDVA's key areas of assistance include financial, educational, and medical benefits. These benefits are administered through six specific program sections:

- Claims and Field Operations
- Veterans Education and Employment Division
- State Veterans Cemeteries and Memorial Affairs
- State Veterans Benefits Division
- Homelessness Prevention
- MDVA Grant Programs

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MDVA HEALTH CARE

For 127 years, the mission of MDVA Health Care division has been to care for the mental, physical, and spiritual well-being of Veterans and their families. Guiding this goal has been the promise to deliver needed care in a community environment built on respect and with dignity – so no Minnesota Veteran from any era of service is alone during times of need.

The following summarizes some of the achievements made in 2014, collectively, and by the individual MDVA Homes, toward fulfilling this mission.



OPERATING BUDGET

85% of the MDVA budget

MDVA VETERANS HOMES FISCAL YEAR 2014 is approximately \$92,678,021



FUNDING SOURCES MDVA VETERANS HOMES

Federal VA Per Diem

& Maintenance Charges \$42,346,897

> Maintenance charges are paid by Residents, based on ability to pay.

State General Fund Appropriation \$47,457,000





\$786,568



Staff Retention MDVA showed a slight decrease in turnover

from 18.4% in 2013 to 17.6% in 2014



CMS Staff Rating Maintained a 4-5 Star

rating for two years, with MDVA nursing staff receiving top recognition for the hours of care provided to every Resident, each day



Correction Free

Two years standing, MDVA received **zero** to **few** recommendations cited by Minnesota Department of Health, Federal Department of Veterans Affairs and CMS

ACCOMPLISHMENTS

OUALITY INITIATIVES



For the fourth time, MDVA Veterans Homes received Pinnacle's above the national average and "Best in Class" ratings in Resident & Family Satisfaction Surveys

Sustained focus on quality improvement as the Minnesota Veterans Homes were again recognized through the Governor's Continuous Improvement Awards

mplemented and trained all Homes staff on the PointClickCare (PCC) electronic health record system to **standardize documentation**, adding modules to enhance the management and documentation of therapy services, wound care and dining room services

Focused Clinical Quality Care projects in the areas of falls and safety, managing pain, and behavior management

Implemented a **pharmacy quality initiative**, standardizing drug regimen reviews Partnered with Twin Cities Health Education Professionals Consortium for staff training

FACILITIES



Moved the **Building 17 North project forward**, meeting budget and needs Secured a Federal Grant to install patient lifts in four MDVA Homes

Completed 35 projects meeting deadlines and needs of the Veterans community

Performed Facility Conditions Audits at each Home and the cemetery Established a Continuity of Operations program for MDVA

Implemented **Archibus On-Demand** capabilities in all Homes

Initiated the **Equipment Useful Life Work Group** to develop equipment standards and prepare "end of useful life" reports

SAFETY



Exceeded MnSAFE initiative claims reduction goals achieving 10.04 (target 12.32)

Completed **standard agency safety** programs

Developed new safety training modules

Created the **Healthcare Occupations Committee** engaged in identifying hazards specific to the nursing staff, and developing control measures

Implemented an **incident review process** for employee injuries in all facilities

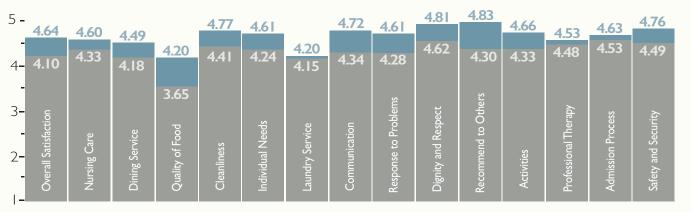
Completed noise sampling to evaluate employee exposure

Updated the **fleet vehicle policy** and implemented a driver training program

MINNESOTA VETERANS CUSTOMER SATISFACTION

NATIONAL AVERAGE MINNESOTA 12 MONTH AVERAGE

Prepared by Pinnacle Quality Insight • January 2014



OCCUPANCY

MDVA VETERANS HOMES FISCAL YEAR 2014



Skilled Nursing Care



Special Care Unit



Domiciliary Care

MEMBERS BY WAR

MDVA VETERANS HOMES FISCAL YEAR 201-













TOTAL 687

LOOKING FORWARD IN 2015

Workforce Development

Professional growth of MDVA's clinical staff has a tremendous impact on recruitment and retention. To enhance core clinical competencies, MDVA has enlisted membership in the Twin City Health Care Partnership, a collaborative for clinical training and education.

Federal nursing recruitment and retention grant proposals, along with state matching funds, will provide the additional funding needed to focus on workforce development. A workforce development initiative has also been submitted for this legislative session.

Telemedicine - Care at Home

MDVA is among the first state Veterans Homes to partner with Veterans Affairs Medical Center (VAMC) on the implementation of a telemedicine program.

This program will allow our Veterans to remain in their home setting while receiving excellent consultation services with physicians and providers at VAMC clinics.

Growing Partnerships

To advance our mission, exceeding standards and meeting the changing needs of Minnesota Veterans, MDVA will continue to establish and build on our partnerships with VAMC, VISN, VSOs, CTF, the Commissioners Healthcare Task Force, as well as community stakeholders and providers.

Continued Quality Improvements

As we look forward—clinical quality, operational quality, employee satisfaction, and safety, all remain MDVA areas of focus and improvement for our Homes. Specific projects to achieve this include the implementation of the continuity of operations program, innovative energy saving plans, as well as preventive maintenance programs.

Standards of Practice

Development of the standards of care for physicians and providers at MDVA Homes are also at the forefront, as we look forward to further enhancing the best practices in treatments, medications and protocols for medical staff.

Pharmacy Services

MDVA's Central Pharmacy will continue to grow and expand, completing a statewide implementation and automation of pharmacy services.

CMS Compliance

Clinical and operational performance continues to improve as we work to meet the Centers for Medicare and Medicaid Services (CMS) Certification in each of MDVA's skilled nursing Homes. This compliance affords MDVA an additional opportunity to bill and collect revenues, used to offset ongoing increases in the cost of programs and the overall delivery of care.

Facility Improvements

A needs assessment and strategic plan for the MVH-Hastings and the domiciliaries at the Hastings and Minneapolis Homes are areas of focus for MDVA facilities. as we move forward.

Scheduled is the construction and bed replacement of the former Building 17 at MVH-Minneapolis.

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PROFILE

ESTABLISHED	1998
RESIDENTS	AVG #
Skilled Care	104
Dementia Unit	20
Admissions	43
Discharges	46
Male	90
Female	14
	AVG %
Non-Vet Spouse	10.5%

SERVICE ERA

SERVICE EROT	
$\bigvee\bigvee$	37
Korean War	24
Vietnam War	17
GulfWar	2
Peacetime	13

PRIMARY DIAGNOSES

Dementia	19%
Alzheimer's	19%
Cerebral Vascular	
Disease	8%
Paralysis Agitans	7%

ADDRESS

1821 North Park Street Fergus Falls, MN 56537 (218) 736-0400 I-877-VET HMFF (1-877-838-4633)

MDVA VETERANS HOME | FERGUS FALLS



Set among the rolling hills and blue lakes of northwest Minnesota is the award-winning Fergus Falls Veterans Home. The design of this Veterans Home is reminiscent of a stroll along a small town's main street, complete with a family inn, general store, barber shop and library. There are beautiful outdoor courtyards, gardens and numerous spaces for family time.

UNIQUE TO THE FERGUS FALLS VETERANS HOME PROGRAM

- Veterans Village provides specialized care for dementia patients, using an innovative, home-style atmosphere approach
- Community Based Outpatient Clinic (CBOC) is the VA's first nursing Home based clinic to provide on-site VA medical care
- The Universal Worker, a successful nursing program that improves patient care through increased accountability
- Walk of Honor Memorial Wall designed to remind Veterans and visitors alike of our nation's gratitude for their service

2014 ACCOMPLISHMENTS

- Received rating of "Best in Class" in 15 service areas through Pinnacle's independently measured customer satisfaction surveys
- Received zero citations on the annual VA Survey
- Created three theme rooms for private visitation, increasing Resident enjoyment
- Completed Phase I of the CBOC clinic expansion, thereby establishing new revenue sources through lease arrangements
- Implemented a new ticketing and reservation system, resulting in an increase in dining satisfaction for Residents, families and staff
- Upgraded the Breezeway dining area for greater Resident and family use and enjoyment

OCCUPANCY



Average Budgeted Bed Average Occupancy



Average Total Residents Dementia Unit 19.8% Skilled Care 80.2%

SERVICES

	_
24 HR SKILLED NURSING	
SPECIAL CARE: DEMENTIA	
OUTPATIENT FACILITY	
OCCUPATIONAL THERAPY	
PHYSICALTHERAPY	
SPEECHTHERAPY	
FITNESS SERVICES	
RECREATIONALTHERAPY	
DRUG & ALCOHOLTREATMEN	Т
MENTAL & BEHAVIORAL	
HEALTH SERVICES	
DENTAL CARE	
OPTOMETRY CARE	
NUTRITION SERVICES	
PHARMACEUTICAL SERVICES	
SOCIAL SERVICES	
CHAPLAIN / SPIRITUAL CARE	
SPOUSE SUPPORT GROUP	
TRANSPORTATION	
BARBER	
BEAUTY SHOP	
CASHIER/BANKING	
ADULT DAY CENTER	
VOLUNTEER PROGRAMS	
OUTINGS & EVENTS	
END OF LIFE CARE	

MDVA Health Care



PROFILE

ESTABLISHED	1978
RESIDENTS	AVG #
Domiciliary Care	153
Admissions	39
Discharges	44
Male	153
Female	2
	AVG %
Non-Vet Spouse	0%

SERVICE ERA

$\bigvee\bigvee$	3
Korean War	6
Vietnam War	65
GulfWar	10
Peacetime	71

PRIMARY DIAGNOSES

ı	TRITIART DIAGROSES	
I	Hyperlipidemia	63.6%
I	Substance Addiction	62.2%
I	Hypertension	59.4%
ı	Depression	42.7%

ADDRESS

1200 East 18th Street Hastings, Minnesota 55033 (651) 539-2400 I-877-VET-3803 (1-877-838-3803)

MDVA VETERANS HOME | HASTINGS



Located in a tranquil community, just minutes from the Twin Cities, is the Hastings Veterans Home. Surrounded by 128-acres of forest, Residents are afforded an active lifestyle with facility features that include nature trails, a biking path, outdoor pavilion, year-round heated screen porch and more.

UNIQUE TO THE HASTINGS VETERANS HOME PROGRAM

- Veterans Woodshop provides a therapeutic working environment to learn and excel in the woodworking trade
- Special Services include sobriety maintenance, vocational rehabilitation, mental health care, and educational services
- Highly-engaged with the Hastings community, recreational and social programs for Veterans are plentiful, as well as **Veterans volunteer opportunities** to work with groups that include Meals on Wheels, Animal Ark, Hastings Family Services, the Veterans Choir, Regina senior living and nursing centers, Adopt a Highway and Feed My Starving Children, just to name a few.

2014 ACCOMPLISHMENTS

• Developed a "Bucket List" program that fulfills the request of a Veteran residing in the Hastings Home, nearing the end of life. The Bucket List request that was honored in 2014 included a two-day weekend stay at Lake Superior to enjoy the scenery and activities. Funding for this program is financed through donations.

- The Community Transition House has been updated, affording Residents from the Veterans Home a second level of transitional assistance before reaching complete independent living. Leases are individualized and range up to two years, depending on the Veteran's needs.
- The **Domiciliary Program**, a rehabilitative program that enables Residents to achieve their highest level of independence, continued to expand and improve. Emphasis in 2014 was on increasing employment opportunities, reestablishing family support where desired, and resolving legal and financial barriers.

OCCUPANCY



Average Budgeted Bed Average Occupancy



Average Total Residents Domicilliary Care

SERVICES

MEDICAL CARE
24 HR NURSING CARE
SPECIAL CARE: DEMENTIA
OUTPATIENT FACILITY
OCCUPATIONAL THERAPY
PHYSICALTHERAPY
SPEECH THERAPY
FITNESS SERVICES
RECREATIONAL THERAPY
DRUG & ALCOHOL TREATMENT
MENTAL & BEHAVIORAL HEALTH SERVICES
DENTAL CARE
OPTOMETRY CARE
NUTRITION SERVICES
PHARMACEUTICAL SERVICES
SOCIAL SERVICES
CHAPLAIN / SPIRITUAL CARE
SPOUSE SUPPORT GROUP
TRANSPORTATION
BARBER
BEAUTY SHOP
CASHIER/BANKING
ADULT DAY CENTER
VOLUNTEER PROGRAMS
OUTINGS & EVENTS
END OF LIFE CARE

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PROFILE

	_
ESTABLISHED	1994
RESIDENTS	AVG #
Skilled Care	65
Special Care Unit	16
Admissions	42
Discharges	43
Male	67
Female	14
	AVG %
Non-Vet Spouse	11.5%
SERVICE ERA	

VV/V/II

Korean War

Vietnam War

Gulf War

Peacetime

PRIMARY DIAGNOSES	
Alzheimer's	15.6%
Cerebral Vascular	
Disease	13.2%
Malaise & Fatigue	7.2%
Paralysis Agitans	7.2%

16

ADDRESS

1300 North Kniss Avenue Luverne, Minnesota 56156 (507) 283-1100 I-877-LUV VETS

(1-877-588-8387)

MDVA VETERANS HOME | LUVERNE



Nestled in the southwest corner of the state is the Luverne Veterans Home, built around small-town values and based on community involvement. Three distinct living spaces are offered to meet a Resident's unique needs, including a special care unit for those with dementia. Each living space features a living room, dining room, kitchenette, and laundry room. A computer and gaming room are also available for Residents enjoyment.

UNIQUE TO LUVERNE VETERANS HOME PROGRAM

- Follows the Eden Philosophy of Care, encouraging spontaneity, activities and interaction in a stimulating environment to reduce feelings of loneliness or helplessness
- Luverne community groups from churches, schools and local businesses play an integral part in the activities and programs provided for Residents

2014 ACCOMPLISHMENTS

- Received a "Best in Class" rating in 15 service areas through Pinnacle's independently measured customer satisfaction surveys
- Received **zero citations** on the annual Minnesota Department of Health and Department of Veterans Affairs Survey
- Developed a "Welcome" process for all new Residents
- Established a Resident food committee, also implemented a project to enhance the Residents dining experience
- Remodeled and landscaped the front entrance patio for increased Resident enjoyment
- Established a Quality Assurance Performance Improvement Committee to enhance the quality of care provided to Residents

OCCUPANCY



Average Budgeted Bed Average Occupancy 95.2%



Average Total Residents Special Care Unit 19.7% Skilled Care 80.2%

SERVICES

24 HR SKILLED NURSING
SPECIAL CARE: DEMENTIA
OUTPATIENT FACILITY
OCCUPATIONAL THERAPY
PHYSICALTHERAPY
SPEECH THERAPY
FITNESS SERVICES
RECREATIONAL THERAPY
DRUG & ALCOHOL TREATMENT
MENTAL & BEHAVIORAL
HEALTH SERVICES
DENTAL CARE
OPTOMETRY CARE
NUTRITION SERVICES
PHARMACEUTICAL SERVICES
SOCIAL SERVICES
CHAPLAIN / SPIRITUAL CARE
SPOUSE SUPPORT GROUP
TRANSPORTATION
BARBER
BEAUTY SHOP
CASHIER/BANKING
ADULT DAY CENTER
VOLUNTEER PROGRAMS
OUTINGS & EVENTS
END OF LIFE CARE

MDVA Health Care



PROFILE

ESTABLISHED	1887
RESIDENTS	AVG #
Special Care Unit	99
Skilled Nursing	186
Domicilliary Care	47
Admissions	88
Discharges	87
Male	299
Female	33
	AVG %
Non-Vet Spouse	7.8%
SERVICE ERA	
WWII	90
Korean War	67

PRIMARY DIAGNOSES

Vietnam War

Gulf War

Peacetime

PRIMART DIAGNOSES	
Mental Health Disorders	40.0%
Alzheimer's	26.0%
Dementia	15.0%
Cerebral Vascular Disease	0.0%

ADDRESS

5101 Minnehaha Avenue South Minneapolis, MN 55417-1699 (612) 548-5700 I-877-VET MPLS (1-877-838-6757)

MDVA VETERANS HOME | MINNEAPOLIS



Overlooking the Mississippi River near Minnehaha Falls, surrounded by 53 wooded acres, the Minneapolis Veterans Home provides quality care in an environment of trust and dignity. Personalized services are delivered to a campus of 291 skilled nursing beds and 50 domiciliary beds, in both private and semiprivate rooms. Staff goals are to work together to encourage and achieve each Resident's return to self-sufficiency.

UNIQUE TO THE MINNEAPOLIS VETERANS HOME PROGRAM

- · Activity opportunities are available year round thanks to donations of time and money from the supporting community
- Amenities include area parks and lakes, all just a short walking or biking distance
- Minneapolis Veterans Adult Day Center is one of only two such Veterans day centers in the nation. With the goal of keeping Veterans in their own homes, the Adult Day Center provides caregivers with the respite and support they need, helping to ease daily demands. In a safe, comfortable environment, the Day Center features:
- Day lodging and care for 35 clients Average occupancy for 2014 was 60%; 100% were male Residents
- A medically-supported social environment, the staff includes nurses, a social worker, recreational therapist and dietitian, all available to attend to daily needs
- Services available include bathing, barber shop, beauty salon, general store and transportation
- Physical, occupational and speech therapies are also available
- A Veterans-based community, the Adult Day Center's services are also available to spouses and Gold Star parents

2014 ACCOMPLISHMENTS

- Received multiple "Best in Class" ratings for customer satisfaction through Pinnacle's independently measured surveys
- Secured federal and state funding to begin construction of a new 100 bed skilled nursing facility to replace the existing, aging physical plant
- Approved to provide Medicare Reimbursable services
- A transportation van, donated by the Disabled American Veterans organization, for use at the Adult Day Center program

OCCUPANCY



Average Budgeted Bed 341 Average Occupancy 97.3%



Average Total Residents 56.0% Skilled Nursing Special Care 29.8% Domicilliary Care 14.1%

24 HR SKILLED NURSING	
SPECIAL CARE: DEMENTIA	
OUTPATIENT FACILITY	
OCCUPATIONALTHERAPY	
PHYSICALTHERAPY	
SPEECHTHERAPY	
FITNESS SERVICES	
RECREATIONAL THERAPY	
DRUG & ALCOHOL TREATMENT	
MENTAL & BEHAVIORAL HEALTH SERVICES	
DENTAL CARE	
OPTOMETRY CARE	
NUTRITION SERVICES	
PHARMACEUTICAL SERVICES	
SOCIAL SERVICES	
CHAPLAIN / SPIRITUAL CARE	
SPOUSE SUPPORT GROUP	
TRANSPORTATION	
BARBER	
BEAUTY SHOP	
CASHIER/BANKING	
ADULT DAY CENTER	
VOLUNTEER PROGRAMS	
OUTINGS & EVENTS	
END OF LIFE CARE	

SERVICES

2014 ANNUAL REPORT MINNESOTA DEPARTMENT OF VETERANS AFFAIRS MINNESOTA DEPARTMENT OF VETERANS AFFAIRS 2014 ANNUAL REPORT MINNESOTA VETERAN. ORG MINNESOTA VETERAN. ORG



PROFILE

ESTABLISHED

RESIDENTS	AVG #
Special Care	40
Skilled Nursing	40
Admissions	40
Discharges	42
Male	70
Female	8
	AVG %
Non-Vet Spouse	11.5%
SERVICE ERA	
WWII	29
Korean War	17
Vietnam War	18
GulfWar	0

PRIMARY DIAGNOSES

Hypertension

Dementia

Alzheimer's

81.2%

73.7%

70.0%

66.2%

ADDRESS

45 Banks Boulevard Silver Bay, Minnesota 55614 (218) 353-8700 I-877-SBY VETS (I-877-729-8387)

MDVA VETERANS HOME | SILVER BAY



The Silver Bay Veterans Home, overlooking beautiful Lake Superior, offers four distinct "neighborhood" living spaces that combine the feel of a north woods lodge with the comforts of a single-family home. Facilities include large game room, craft shop, four season porch and private dining areas. Meals and activities are offered to fit each Resident's personal preference and timeframe, with many opportunities for boating, pontoon rides, fishing, hunting, gardening, club car rides and community events.

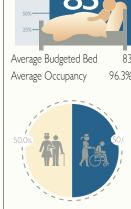
UNIQUE TO SILVER BAY VETERANS HOME PROGRAM

- Activities that utilize area natural resources and community interests
- A Spouse Support Group provides fellowship, education and coping skills for Veterans and family members

2014 ACCOMPLISHMENTS

- Redesigned **Safety Program** to identify and address the concerns of Residents and employees that resulted in:
 - enhanced safety standards for staff, Residents and visitors
 - implementation of a safety officer position, aware team, newsletter and recognition program.
- Memory Loss & Behavioral Program activities include:
 - implementation of the Gemini Program and validation program
 - development of Fire Fly Roles, with the goal to train 15-20 in these roles annually
 - reduction in antipsychotic medications
 - redesigned staff positions to create Life Enrichment Coordinators
- Increased involvement in Quality Assurance Performance Improvement (QAPI) program, including:
 - implemented a robust improvement plan
 - received excellent reviews on both state and VA surveys, with zero recommendations
 - received "Best in Class" in 15 service areas through *Pinnacle's* independent customer satisfaction surveys
- Staff achievements for 2014 include:
- mock survey review and implementation of the CMS timeline for the nursing staff
- enhanced use of the PCC electronic health record system promoting outcomes, communication and efficiencies in nursing care

OCCUPANCY



Average Total Residents 80
Skilled Nursing 50.0%
Special Care 50.0%

SERVICES



MDVA PROGRAMS & SERVICES

The MDVA Programs & Services division **administers over 20 of the nation's leading Veterans' programs.** The MDVA mission is to connect Veterans and their families, from all eras of conflict, to these benefits and resources that have been earned through their service. The programs currently available to Minnesota Veterans through MDVA are organized under the six sections of service, as noted below.



CLAIMS

EDUCATION EMPLOYMENT

MEMORIALS

BENEFITS

HOMELESSNESS

Claims

Claims & Field Operations

- Claims Offices in St. Paul & Fargo
- Gold Star Family Program
- Women Veteran Program
- Tribal Veterans Service Officer (TVSO)
- Veterans Outreach

Education & Employment

Education & Employment Division

- State Approving Agency (SAA)
- Minnesota GI Bill
- Higher Education Veterans Program
- Veterans Employment

Memorials

State Veterans Cemeteries and Memorial Affairs

- Veterans Cemetery in Little Falls
- Veterans Cemetery in Fillmore County Opening 2015
- Military Funeral Honors Stipend Program
- Bronze Star Marker Program

Benefits

State Veterans Benefits Division

- LinkVet
- Veterans Preference Act (VPA)
- Minnesota Service CORE
- State Soldiers Assistance Program (SSAP)
- Minnesota Operation for Veterans Empowerment (MOVE)

Homelessness

Special Advisor on Ending Veteran Homelessness 18-month position

Grants

MDVA Grant Programs

- Veterans Service Organizations (VSO) Grants
- County Veterans Service Officers (CVSO) Grants

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GRANTS

CLAIMS & FIELD OPERATIONS

Acts as advocates for Veterans and their families in matters of benefits and entitlements

IN 2014

MDVA Claims Offices in St. Paul, MN, and Fargo, ND, are responsible for more than \$1 billion in compensation and pension payments for Minnesota Veterans and their survivors

> Last year, the St. Paul office submitted more than 17,000 claims on behalf of Veterans and their families

MDVA staff participated in hundreds of community events around Minnesota, educating Veterans about the benefits they have earned

CLAIMS & OUTREACH

Federal Claims	1,33
State Claims	50
New Power of Attorne	ey 7,59
Mail Received	12,64
Office Visits	8,26
Public Contacts	7,80
Phone Contacts	31,45
Events	27

FARGO CLAIMS

New Power of Attorney	293
Mail Received	1,351
Office Visits	645
Phone Contacts	4,042
Events	6

The TVSO numbers are incorporated into the Claims and FO Totals

2014 ACCOMPLISHMENTS



Women Veteran Program

In February of 2014, the Claims and Field Operations re-launched the Women Veteran Program by reestablishing relationships with community partners with similar interests, and activating a network of personal and private representatives skilled in women Veteran issues and considerations.

The Women Veteran
Coordinator position was
created and filled, in order
to integrate services with
the Women Veteran Claims
Representatives located in
St. Paul. St. Cloud and Fargo.

Claims and Field Operations coordinated and held the 2014 Women Veteran Conference.

Gold Star Family Program

In February of 2014, the Claims and Field Operations assumed responsibility for the *Gold Star Family Retreat*. It was immediately decided the Agency would dedicate resources to transform the Gold Star Family event into a program providing support and resources to the surviving families.

The position of Gold Star Family Representative was created and filled in 2014.

The 2014 Gold Star Family retreat was a success in terms of record attendance and feedback from the families attending.

Plans to provide *annual* workshops with counseling services on site is in full development for 2015.

CVSO

Maintaining a strong partnership with the CVSO Association is a valuable accomplishment, because it provides a *coordinated team approach* when representing MDVA clientele.

In 2014, due to deployments, illness, extended leaves and vacancies, Claims and Field Operations assisted the CVSOs by temporarily staffing the county offices in: Lyon, Redwood, Pope, Stevens, Wright, Swift, Lake, Winona and Carver.

Tribal Veterans Service Officer (TVSO)

MDVA works in regions such as Red Lake and Grand Portage helping American Indian Veterans apply for the benefits they have earned. The TVSO program is operated in partnership with Governmental and Tribal agencies, the Governor's Office, Minnesota State Legislators and the Minnesota Native American Nations.

EDUCATION EMPLOYMENT

MEMORIALS

BENEFITS

HOMELESSNESS

GRANTS

EDUCATION & EMPLOYMENT

Helps with employment and assists in navigating the complicated higher educational benefits system

IN 2014

The Higher Education
Veterans Program,
State Approving Agency,
Minnesota GI Bill,
and Veterans Employment
combined under one division—
newly titled Education and
Employment

This restructure provides Veterans with a seamless transition from military service through VA approved institutes of higher learning, federal and state education benefits, and, eventually, out to the workforce

2014 ACCOMPLISHMENTS



State Approving Agency (SAA)

The Minnesota State Approving Agency (SAA) ensures quality education and training programs for Veterans by approving education, training (OJT and Apprenticeship), flight licensing and certification programs that meet the requirements of Title 38 USC.

The SAA:

- Continuously monitors approved institutions to ensure continued compliance with the law
- Assists the U.S. Department of Veterans Affairs in preventing fraud, waste and abuse of the Federal GI Bill benefits

HIGHLIGHTS

Approval of Programs



In Minnesota, there are 262 active facilities where at least one beneficiary received federal GI Bill funding.
Within these facilities, the Minnesota SAA oversees 1,973 individual programs, and took action on 197 programs.

Compliance Surveys



The SAA met the federal VA requirements, conducting and completing 77 facility compliance surveys

Technical Assistance, Outreach & Liaison



State Approving Agency employees conducted **84** technical assistance **training** actions, **43** outreach **events**, and **57** liaison **activities**

Minnesota GI Bill

The Minnesota GI Bill provides postsecondary education assistance and on-the-job training (OJT) and apprenticeship to eligible Veterans and their dependents.

UNDERGRADUATE STUDENTS

Full-time students may be eligible for up to \$1,000 per semester

Part-time students may receive up to \$500 per semester

Eligible individuals may receive up to \$3,000 per academic year, and \$10,000 lifetime benefit

ON THE JOB TRAINING AND APPRENTICESHIP

Eligible employees in an approved training program can receive up to \$2,000 per fiscal year

Employers

up to \$1,000 per fiscal year, with a total aggregate benefit of \$9,000 per employee

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2014 ACCOMPLISHMENTS

Higher Education Veterans Program

The Higher Education Veterans Program was created in 2006. The program's goal is to assist Veterans and current military members, and their families, with their higher educational needs so they are able to succeed in their chosen careers.

This MDVA program continues to be a national model by providing colleges and universities throughout Minnesota with staff members who help to identify eligible Veterans and remove barriers to enrollment or access to these benefits. Unique to Minnesota is the On-Campus Veterans' Resource Center which provides student Veterans and their families a welcoming environment, as well as an opportunity for interaction and networking with other Veterans and families.

HIGHLIGHTS



With the expansion of the Minnesota GI Bill to Veterans from all eras, and their eligible dependents, the program has seen an 11% increase.



Partnerships with other state agencies such as the Office of the Governor, Minnesota State College and University System (MnSCU), Department of Employment and Economic Development (DEED), Minnesota National Guard, and the Office of Higher Education (OHE), continue to strengthen



MDVA staff assisted over 1,130 students with the Federal Tuition Assistance program, providing over \$3.5 million in federal funding to Minnesota institutions of higher learning



Higher Education Veterans Program Coordinators conducted 68 outreach training events, providing instruction to over 2.700 individuals



The On-Campus Veterans Resource Centers continue to be a referral source for student Veterans by providing 3,466 referrals to outside agencies that include the **Department of Employment and** Economic Development, County Veterans Service Officers, Minnesota Assistance Council for Veterans, Federal Veterans Administration, and other service organizations

Veterans Employment

MDVA is committed to assisting students as they move from their academic career to the workforce, linking all Veterans to programs and resources available to transition from military to civilian employment. To achieve this goal, MDVA provides resources and training to Veterans, private businesses, public employers, and Veteran business owners.

HIGHLIGHTS



Completed year-long grant, in collaboration with the National Governors Association, that focused on building bridge programs for targeted military career fields at local institutions of higher learning

Amended legislation for Veterans who were in the military police career field, allowing them to take the Police Officer Standards Test (POST) after four years of active duty service

Partnered with Twin Cities Public Television on the Veterans Electronic Resources for Transitioning into Civilian Life (VERTICL) project. The project's focus is to develop an outreach, recruitment, training and retention plan to create a pathway to sustainable STEM careers in manufacturing for Veterans. VERTICL's goal is to improve the overall employability of military Veterans and active duty service members, thereby increasing the number of Veterans entering manufacturing career pathways.

Continued to support and present at Yellow Ribbon **Company** summit events held around the state. The initiative continues to bring in new companies located in cities throughout Minnesota. The latest company to receive the Governors Proclamation is Southwest State University in Marshall.

Through the multi-state agency and private businesses collaboration, Project Patriot was launched to assist companies in the hiring and retention of Veteran talent.

During "Hire a Veteran" month in July, the MDVA/DEED partnership sponsored Veterans employment initiatives with radio spots, advertisements, and the annual Veterans Career Fair.

MDVA Programs & Services

MEMORIALS

MEMORIALS & CEMETERIES

their families are honored for their service and sacrifice to our nation through lasting tributes

in their final resting places

Assures Veterans and | 2014 ACCOMPLISHMENTS



State Veterans Cemeteries

VETERAN FAMILY MEMBER

SERVICES

State Veterans Cemeteries Located in Little Falls, MN

A second state Veterans cemetery is under construction in Preston, MN and is expected to open in 2015

Military Funeral Honors

Proper military funeral honors to commemorate service to our nation

Grave Markers

Bronzed star or VA medallion are available to mark the site of deceased Minnesota Veterans

Presidential Certificates

Honor the memory of deceased Veterans

Minnesota Memorials

Numerous memorials, tributes and statues are throughout the state, with a number at the State Capitol Complex in St. Paul, MN

Grave Site Locator

The burial site of Veterans and their families across the nation can be located through this service

LAID TO REST

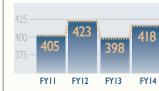
In 2014, the MDVA saw a 26% increase in Veterans funeral honors, from 219 laid to rest in 2013 to 276

Since opening the Little Falls Minnesota State Veterans Cemetery in 1994, **5,147** burials have taken place

FY14 BURIAL SERVICES



4-YEAR COMPARISON





RECOGNITION

DON'T KNOW

Handling of Burial

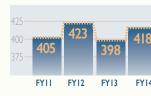
169 26

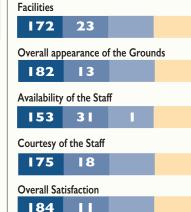
The Minnesota State Veterans Cemetery in Little Falls, MN, located on 37 acres adjacent to Camp Ripley, has received the "Excellence of Appearance Award," a recognition given by the National Cemetery Administration's Veterans Cemetery Grants Program. Only four of the 85 state Veterans cemeteries have been honored with this award.

MDVA regularly receives satisfaction survey ratings at or above 99% for the handling of burials, appearance of grounds and facilities, and courtesy of the staff.

SATISFACTION RATINGS • 195 RESPONDENTS







MINNESOTA DEPARTMENT OF VETERANS AFFAIRS 2014 ANNUAL REPORT

10

BENEFITS

Working closely with federal,

the MDVA Benefits Program

specific to Minnesota Veterans

BENEFITS

2014 ACCOMPLISHMENTS



LinkVet

Linkage Line (LinkVet), a program funded by MDVA, benefits Minnesota Veterans and their families by offering direct access to resources available to answer questions regarding MDVA programs and services.

Staffed by support specialists, LinkVet inquiries are answered seven days a week, year-round except on holidays.

The LinkVet Support Team manages and responds to phone calls, web chats and e-mails. To access, Veterans can either visit the MDVA Website, or call direct to:

LinkVet I-888-LinkVet (546-5838)

International +1 (651) 556-0596

(800) 627-3529

Phones are answered from Monday to Friday 7AM-9PM Saturday 9AM-2:30PM Sunday 11AM-4:30PM

Veterans Preference Act (VPA)

Under the Veterans Preference Act (VPA), Veterans are entitled to limited preference benefits regarding employment hiring, as well as protections pertaining to layoffs and discharges. The Veterans Preference statutes also give private employers the authorization to grant preferences to Veterans when hiring. MDVA's role is to provide information about VPA to both Veterans and public employers.

While MDVA cannot provide legal advice, if a Veteran's rights have allegedly been violated or denied, MDVA will help guide both parties through the review process steps.

During FY 2014, VPA assistance was provided to:





	FY 14	FY 13
TOTAL VPA CASES	14	27
ACTIVE VPA CLOSED	12	15
ACTIVE/ONGOING VPA CASES	2	7
PENDING VPA CASES	0	5

ADDITIONAL ACHIEVEMENTS

- Provided two continuing education workshops/ presentations to ensure Veterans service providers have up-to-date knowledge about VPA
- Introduced three Veterans Preference Act related bills

2014 ACCOMPLISHMENTS



Minnesota Service CORE

Minnesota Service CORE is a nation-leading program designed to bring essential, community-based services directly to Veterans and their families across Minnesota, at no cost to them. These services include individual and family counseling, financial counseling and debt management, in-home counseling, addiction counseling, and disability services. Due to its unique structure, CORE resources are available to previously under served areas throughout Minnesota.

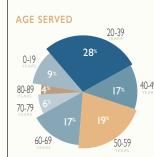
MDVA partners with the Lutheran Social Service of Minnesota (LSS) existing statewide network to provide CORE's comprehensive assistance.

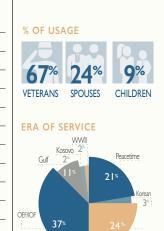


LSS offices with CORE services are located in:

Alexandria	
Bemidji	
Brainerd	
Detroit Lakes	
Duluth	
Fergus Falls	
Mankato	
Moorhead	
St. Cloud	
Twin Cities Metro	
Willmar	

TOTAL CLIENTS SERVED





AVERAGE NEW CLIENTS PER MONTH

EXPERIENCED AN 11.7% INCREASE OVER FY 2013

SERVICES PROVIDED

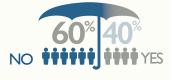
	COUNSELING	
	In-Office Counseling	32.0
	Group Counseling	25.0
19 R.S	Off-site Counseling	4.0
	Financial Counseling	2.0

CASE WORK	
Management	32.0
Assessment/Planning	17.5
Travel	11.0
Follow-Up	5.0

FUNDS COLLECTED



AVERAGE CLIENTS WITH INSURANCE



CORE CLIENTS SERVED FY14 • BY COUNTY Aitkin Isanti I Pipestone Anoka 18 Itasca 18 Polk 9 lackson 0 Pope 0 Ramsey Beltrami Kanabec 9 Red Lake 15 Kandiyohi Benton Big Stone 0 Kittson 2 Redwood Blue Earth Koochiching 22 Lac Oui Parle Brown Rice Carlton 3 Lake Rock | Lake of Woods | Roseau Carver 5 LeSueur 9 St. Louis Chippewa 0 Lincoln 0 Scott Chisago 4 Sherburne 6 Lyon 23 McLeod Clay 2 Sibley 0 Mahnomen Cook 0 Stevens Cottonwood 0 Martin Crow Wing 23 Meeker 12 Mille Lacs 3 Todd Dakota 0 Morrison 12 Traverse Dodge 18 Mower 0 Wabasha Douglas Faribault 3 Murray 0 Wadena

0 Nicollet

3 Nobles

0 Norman

2 Olmstead

26 Otter Tail

Fillmore

Freeborn

Goodhue

Hennepin

Houston Hubbard

Grant

12 Waseca

16 Winona

5 Wright

0 Yellow Medicine 0

I Washington

0 Watonwan

2014 ACCOMPLISHMENTS

State Soldiers Assistance Program (SSAP)

The State Soldiers Assistance Program (SSAP) provides numerous benefits for Veterans and their dependents, including grants for housing, dental, optical, education, subsistence, disaster relief, and special needs. Based on the type of benefit the Veteran is seeking, varying income and asset qualifications may apply.



The State Soldiers Assistance Program distributed over **\$4.3 million** in funding throughout Minnesota during FY14



3,294 households applied for 4,879 benefits in FY14 Of the 3,294 households that applied, 1,427 households had never applied for state benefits through MDVA before

HIGHLIGHTS

Improved Case Management

Ongoing training of the Benefits staff in FY14 resulted in improved efficiencies in the processing and effectiveness of case management

New Solutions

The MDVA Benefits team initiated work on a number of program improvements that will serve to:

- increase efficiencies in the administration of its public programs
- improve transparency and access to information
- implement a *multi-layered SharePoint site* that CVSOs can access to obtain up-to-date information and on-line training
- become 100% paperless through a document repository system

Emergency Relief Grants

The SSAP administered an *Emergency Relief Grant* that provided over \$120,000 in relief funds to Veterans in 22 counties recovering from severe storms experienced in June 2013

Dental Funding

The MDVA assisted 296 Veterans in need of dentures, but unable to afford them, at a total cost of over \$650,000

Assisting the Homeless

Over a million dollars has been spent in FY14 by SSAP assisting 751 Veterans and their dependents with shelter costs

SSAP grants helped 708 Veterans families remain in their homes

(For more on MDVA efforts on Homelessness, see page 21)

SSAP FUNDING • DISTRIBUTION BY COUNTY \$160.656.45 Polk \$29.110.41 Aitkin \$31.643.06 Itasca \$178,511.26 | Jackson \$3,942,41 Pope \$21,286.63 Anoka \$289,259.89 \$54,752.77 Kanabec \$39,556.69 Ramsey Becker \$68,788.85 Red Lake \$0.00 \$86,992.58 Kandiyohi Redwood \$9,834.92 \$2,400.00 \$44,498.66 Benton Kittson \$12,985.00 \$27,057.50 Koochiching \$6,066.94 Renville Big Stone Rice \$21,500,79 \$36,374.11 Lac Qui Parle \$13,183.18 Blue Earth \$1,000.00 Rock Brown \$46,709.10 Lake \$1.126.08 \$10,615.48 \$30.330.26 Lake of Woods \$210.00 Carlton \$48,031.33 Scott \$5,545.11 \$21,601.34 LeSueur Carver \$60.144.99 Sherburne \$70.652.61 Lincoln \$0.00 Cass \$11,156.07 Sibley \$9,150.06 Lyon \$18,706,41 Chippewa \$242.642.69 St. Louis \$4,323,00 Chisago \$47,302.60 Mahnomen \$277,297.89 Stearns \$5,426.79 \$84,704.74 Marshall Clay \$2,301,59 Steele \$8.053.31 \$16,105,04 Martin \$8,686,26 Stevens \$23,906.59 \$0.00 McLeod Cook \$46.269.73 \$35,900.57 Cottonwood \$33,461.48 Meeker \$38,481.13 Todd \$68.198.47 Crow Wing \$80,126.25 Mille Lacs \$22,310.97 Traverse \$84,657,04 Morrison \$53,182,99 Dakota \$256,606.26 TVSO Dodge \$5,870.00 Mower \$42,022.38 Veterans \$130,362.33 \$0.00 Homes \$67,078.85 Murray Douglas \$19,132.00 Wabasha \$42,980.23 Nicollet \$8.144.00 Faribault \$42,936.68 Wadena \$14.604.72 Fillmore \$24,526.28 Nobles Waseca \$9,800.00 \$9,440.57 Norman \$10.849.27 Freeborn Washington \$120,617.40 \$68,999,64 \$12,579.85 Olmsted Goodhue Watonwan \$16,311.69 \$61,846.08 \$12.120.91 Otter Tail Grant \$343,014.22 Outreach \$151,971.62 \$4,132.88 Winona \$3,709.00 Houston \$14,170.98 Pennington \$17,023.95 Wright \$27,747.30 \$21,011.69 Pine Hubbard \$62,360.44 Pipestone \$0.00 Medicine Isanti \$35.125.73

MDVA Programs & Services

HOMELESSNESS

MINNESOTA VETERAN. ORG

HOMELESS VETERAN PREVENTION & ASSISTANCE

Groups working to implement the state's plan to End Veteran Homelessness

- MDVA Special Advisor on Ending Veteran Homelessness
- State Director to Prevent and End Homelessness
 - Minnesota Housing Finance Agency, and
 - Key partners throughout Minnesota

Since 1991, Wilder Research performs a study every three years on "Homeless Veterans in Minnesota."The most current data, from November 2013, noted the following:

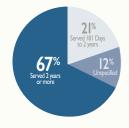
HOMELESS IN MINNESOTA



ERA SERVED HOMELESS MINNESOTA VETERANS



LENGTH OF SERVICE HOMELESS MINNESOTA VETERANS



2014 ACCOMPLISHMENTS



Heading Home: Minnesota's Plan to Prevent and End Homelessness sets the goal of ending Veteran homelessness in 2015 through appropriate, effective solutions delivered on a Veteran-by-Veteran basis. While ending homelessness does not mean that a Veteran will never experience a housing crisis, this initiative would help to ensure a rapid response to prevent and address homelessness among Veterans, whenever possible.

Minnesota Homeless Veteran Registry

MDVA created the Minnesota Homeless Veteran Registry to connect Veterans experiencing homelessness with housing services in their community. MDVA coordinates its efforts with other available programs that serve Veterans housing needs. Participation in the registry is voluntary, and anyone can refer a Veteran to join.

To access the Veteran Registry online, visit www.mn.gov/mdva/ resources/familyassistance/ Homeless Veteran Registry. jsp

MOVE Program

The Minnesota Operation For Veterans Empowerment (MOVE) program offers temporary assistance to homeless Veterans. Assistance includes oneon-one case management, with an MDVA Outreach Representative. Veterans work with the case manager to select the various types of resources needed to help them effectively move beyond their current

situation.

CLAIMS

EDUCATION EMPLOYMENT

MEMORIALS

BENEFITS

HOMELESSNESS

GRANTS

MDVA GRANT PROGRAMS

Provides needed funding to partners who assist with MDVA goals to serve Veterans 2014 ACCOMPLISHMENTS



Support Our Troops License Plate Program

MDVA and the Minnesota Department of Military Affairs help military families and underserved Veterans throughout the state by contributions made through the **Support Our Troops** Program. With purchases made from Support Our Troops license plates, the program provides grants and enables military families, homeless and underserved Veterans to receive support, counseling, emergency financial assistance, secure shelter and access to benefits they deserve.



Veterans Service Organizations (VSO) Grants

Grants are provided to Congressionally Chartered Veterans Service Organizations in Minnesota that assist Minnesota Veterans and their families in receiving all federal, state and local benefits to which they are entitled.

County Veterans Service Officers (CVSO) Grants

Grants are distributed to Minnesota's 87 counties so they, in turn, can provide outreach to the Veterans in their locale for:

- reintegration
- collaboration with community social service agencies, educational institutions, and organizations to enhance the services offered to Veterans
- reducing homelessness among Veterans in their county
- enhancing the operations of the County Veterans Service Office

(Also see page 25 for 2014 Legistlative Action on this program)

ACCOMPLISHMENTS OF MDVA

WEBSITE: MinnesotaVeteran.org

"The Minnesota Department of Veterans Affairs Website is a model for the country."

MICHAEL TREPANIER, DEPUTY SECRETARY, Wisconsin Department of Veterans Affairs

Completely redesigned in 2013, the MinnesotaVeteran.org Website has achieved the key goal set forth—to help Minnesotans differentiate the services of the MDVA from the Federal Department of Veterans Affairs. This distinction was achieved through the use of video and multimedia elements, a pressroom, virtual tours, a FAQ Veteran support portal (LinkVet), updated activity calendars for the Veterans Homes, and many more site features. Implementing the "Plain Language" directive of Governor Mark Dayton, MinnesotaVeteran.org provides users with current, immediate information that is easy to understand, easy to access — all resulting in an irreplaceable benefit to Veterans and their loved ones, as well as an important resource to state and federal leaders, members of the media, and the community at large.

HIGHLIGHTS

More than 80,000 individuals accessed the website over 165,000 times, viewing more than half a million pages

With an average of 3.02 pages viewed per session, and session duration of three minutes, twenty-two seconds, users are able to quickly locate and understand the information they seek

If a site visitor has questions or needs help, MinnesotaVeteran.org provides the option of participating in a live chat with the LinkVet support staff, which resulted in 2,675 live chats in 2014

Most frequently sought out information:
Veterans **Benefits** 125,794 page views
Veterans **Homes** 98,025 page views
News or **Events** 35,508 page views
Department **Information** 35,486 page views

Since its launch, MinnesotaVeteran.org has won both local and national awards including the Gold Hermes Creative Award and the Public Relations Society of America

Bronze Anvil Award















CREATIVE









RADIO: Minnesota Military

Minnesota Military Radio is a weekly public affairs program covering information from the Minnesota Department of Veterans Affairs, the Minnesota National Guard and Beyond the Yellow Ribbon. Vietnam Veteran and volunteer host Tom Lyons seeks to create a bond and make a difference to the families, Veterans and members of our armed forces. Minnesota Military Radio is about telling the stories of those currently serving, those who have served, and the families and communities who have supported them, and features a weekly message from MDVA Commissioner Larry Shellito.



 This year's Minnesota Veterans Day event was kicked off with an early addition of Minnesota Military Radio Show, and featured a variety of special guests, including Minnesota Secretary of State, Mark Ritchie, Maj. Gen. Rick Nash and Commissioner Larry Shellito.

Minnesota Military Radio airs Sunday mornings at 7 a.m. on Twin Cities News Talk AM 1130, and on nearly 20 stations throughout Minnesota. A list of current stations, schedules, and a coverage map are available online. Listen to recent episodes at Minnesotamilitaryradiohour.com

MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

2014 ANNUAL REPORT

MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

2014 ANNUAL REPORT

MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

LEGISLATIVE ACCOMPLISHMENTS OF MDVA

It was another wonderful year for Minnesota Veterans. Once again, MDVA received **great support from the Governor** and the **legislature** during what was termed the "Unsession," referring to work that was needed in order to clean-up antiquated laws to make Minnesota's government leaner and more efficient for the citizens. Traditionally, however, it was the bonding year of the biennium, so in keeping with the normal order of business, the legislature was also able to **pass a substantial bonding bill to ensure the states' critical capital improvements were sufficiently funded.**



2014 ACCOMPLISHMENTS

Minneapolis Veterans Home

The bonding bill included \$2,000,000 for asset preservation to the 50+ MDVA buildings statewide, and \$700,000 for restoration and repairs of the Minneapolis deep tunnel.

Taxes

Amended this year was the law pertaining to the homestead of disabled Veterans or family caregivers that allows for a tax exclusion for Veterans with an honorable discharge, and a service connected disability of 70-100%.

The surviving spouses' qualification period was also expanded from five years post death to eight years.

This new law is effective for taxes payable in 2015, and applies to homesteads that initially qualified for the exclusion for taxes payable in 2009 and thereafter.

Veteran-Owned Small Business

Veteran small businesses. A new law now **authorizes** and enables Veteran-owned small businesses to receive state level certification using the rules already in place for small businesses, socially disadvantaged small businesses, or economically disadvantaged area small businesses. This will lighten the burden on Veteran business certifications, as the state can now perform the required certifications to compete for state funded business. Funding to make this an efficient process will now need to be sought in the

next budget year.

This session yielded gains to

Honorary Naming

The bridge over the Mississippi River on Trunk Highway 60 at the city of Wabasha was designated as the "Michael Duane Clickner Memorial Bridge." Sergeant Clickner was the only resident of Wabasha killed during the Vietnam War.

The southwestern border of Chisago City to the eastern border of Center City was designated as the "Nicholas Patrick Spehar Memorial Highway." Special Warfare Operator Petty Officer 2nd Class (SEAL) Nicholas Patrick Spehar of Chisago City was killed in combat operations in Afghanistan

on August 6, 2011.

Temporary Licensing for Former and Current Members of the Military

A variety of licensing boards were appropriated funding, ranging between \$1,000 to \$44,000, and directed to establish procedures to expedite licenses and to issue temporary licenses to qualified active duty military members, their spouses, and honorably discharged Veterans who have left service in the prior two years.

To qualify for a temporary license, an individual must have a current, valid license, certificate or permit without a history of disciplinary action, and must pass a background check.

LEGISLATIVE ACCOMPLISHMENTS CONTINUED

County Veterans Service Office Operational (CVSO) Enhancement Grant

During the 2013 Legislative Session, the structure of the County Veterans Service Office grant program, administered by MDVA, was modified and the state funding increased to \$1.1M annually. This program is designed to enhance the operations of the County Veterans Service Office, as well as provide outreach services to the county's Veterans. The previous Operational Improvement Grant that was on a three-year rotating cycle was replaced with an annual base grant to all 87 counties in the amount of \$7,500. In addition to the base grant, each county is eligible for an additional amount, as determined by the USVA, based on the county's Veteran population.

VETERAN POPULATION COUNTY TOTALS	GRANT AMOUNT
Under 1,000	\$0
1,000 to 2,999	\$2,500
3,000 to 4,999	\$5,000
5,000 to 9,999	\$7,500
10,000 to 19,999	\$10,000
20,000 to 29,999	\$15,000
More than 30,000	\$20,000

To be eligible for the grant, the lead CVSO in each county must be certified through continuing education courses to ensure they are trained and proficient in their duties. In fiscal year 2014, the Operational Enhancement Grant provided \$915,000 to qualified counties. To assist in the certification of mandated County Veterans Service Officer training and accreditation, and the costs associated with reintegration services, the Minnesota Association of County Veterans Service Officers receives \$50,000 annually from this grant program. The commissioner is authorized to use any unexpended funding for this grant program to provide training and education for the CVSOs. In fiscal year 2014, \$6,250.31 was used for this purpose.

Military and Veteran Resident Tuition Rates

Although Minnesota's state colleges are very supportive of Veteran students, and already had internal policies to ensure tuition rates for Veterans are at the most affordable level. a new law was passed to codify the fact that Veterans from across the nation with an honorable discharge can take advantage of Minnesota's public post-secondary education opportunities at an in-state tuition rate.

Veterans Memorials

\$450,000 was designated to complete the design and construction of a memorial in the Capitol Area to honor all Hmong-Lao who were allied with the American forces during the Vietnam War.

The city of Edina and North St. Paul received \$225,000 and \$100,000 respectively for Veterans memorials.

The Veterans Voices Program

\$125,000 was appropriated from the arts and cultural heritage fund for the Veterans' Voices Program to educate and engage the community regarding Veterans contributions, knowledge, skills, and experiences.

Of this amount, \$25,000 is allocated to the Association of Minnesota Public Education Radio Stations for statewide programming to promote the Veterans' Voices program.

Camp Ripley/ Veterans State Trail

Within the final appropriated in Capital Investment fiscal year 2015 to bill, \$1,732,000 was the Peace Officer appropriated to Standards and Training further **develop** the Board (POST). Camp Ripley/Veterans This funding is to train Trail. This is one of Minnesota Veterans Minnesota's newest following their return state trails, authorized from active military by the Minnesota service in a combat Legislature in 2009. zone, *as state* and The trail is envisioned local community safety as a multi-use system, personnel, assisting in accommodating crisis de-escalation. a variety of motorized and non-motorized uses, linking the Soo Line Trail south of Little Falls, MN, to the Crow Wing State

Park and the Paul

Bunyan State Trail.

De-Escalation New Veterans Training License Plates

\$50,000 was again

Two new laws were created relative to Veterans specialty licenses plates. The first one is for a smaller motorcycle version of the existing "Combat Wounded Vet" license plate.

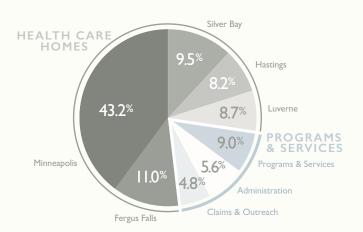
The second plate gained this session is the "Woman Veteran" license plate for both automobiles and motorcycles.

MINNESOTA DEPARTMENT OF VETERANS AFFAIRS 2014 ANNUAL REPORT MINNESOTA DEPARTMENT OF VETERANS AFFAIRS 2014 ANNUAL REPORT MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

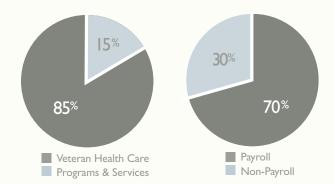
2014 FISCAL YEAR MDVA FINANCIAL SUMMARY

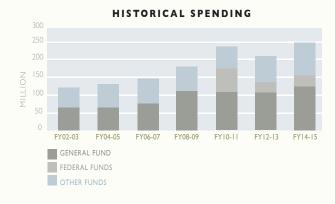
Expenditures MDVA Fiscal Year 2014

5.6% INCREASE OVER FY 13



WHERE IT WAS SPENT

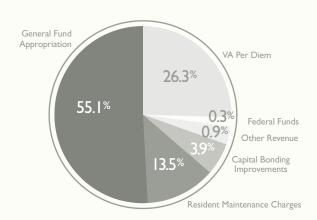




Revenues

MDVA Fiscal Year 2014

5.6% INCREASE OVER FY 13



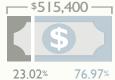
WHERE IT WAS COLLECTED

GENERAL FUND

-\$63,508,000-

74.72% 25.27% HEALTH CARE PROGRAMS

SPECIAL REVENUE FUND



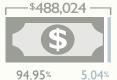
23.02% HEALTH CARE PROGRAMS

FEDERAL • VA PER DIEM RESIDENT MAINTENANCE CHARGES



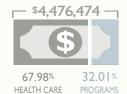
.79%

DONATION



HEALTH CARE PROGRAMS HEALTH CARE PROGRAMS

CAPITOL BONDING



FY13 DISTRIBUTION

18 New Jersey 17 Maryland 16 Indiana15 Missouri

4 Tennessee 13 Arizona 12 Washington

I Michigan

10 Illinois 9 North Carolina 8 Georgia 7 Virginia 6 Ohio 5 New York

4 Pennsylvania 3 Florida 2 Texas I California

Minnesota Veteran.org

ON OF VA FUNDS • PER STATE per 30, 2013 EXPENDITURES IN \$000s				
Del 30, 2013	VETERANS		XPENDITURES	
 Jabama	414,963	\$	2,824,088	
Jaska	74,671	\$	501,604	
rizona	527,400	\$	3,220,905	
rkansas	250,095	\$	1,946,615	
California	1,795,455	\$	12,707,536	
Colorado	390,824	\$	2,594,677	
Connecticut	207,759	\$	1,078,567	
)elaware	78,016	\$	362,617	
istrict of Columbia	31,166	\$	2,295,599	
lorida	1,520,563	\$	10,430,774	
Beorgia	774,464	\$	4,670,709	
lawaii	116,947	\$	754,680	
laho	138,108	\$	746,018	
inois	744,710	\$	3,854,717	
 ndiana	490,380	\$	2,477,767	
owa	233,815	\$	1,192,889	
ansas	223,708	\$	1,237,985	
entucky	339,334	\$	2,229,580	
ouisiana	315,342	\$	2,202,388	
	127,694		873,125	
laine		\$		
1aryland	443,076	\$	2,453,557	
lassachusetts	374,809	\$	2,371,613	
lichigan	660,773	\$	3,361,961	
linnesota	360,754	\$	2,336,965	
lississippi	225,469	\$	1,470,950	
1issouri	497,874	\$	3,025,845	
1ontana	101,597	\$	646,509	
lebraska	138,773	\$	1,023,761	
levada	225,933	\$	1,573,091	
lew Hampshire	110,778	\$	613,805	
lew Jersey	425,094	\$	1,927,021	
lew Mexico	170,699	\$	1,312,943	
lew York	885,796	\$	5,621,911	
Iorth Carolina	769,384	\$	5,067,823	
Iorth Dakota	56,213	\$	334,755	
Dakota Dhio	877,894			
		\$	6,643,911	
)klahoma	340,395	\$	2,568,390	
regon .	322,355	\$	2,283,129	
ennsylvania	953,644	\$	4,782,351	
hode Island	69,206	\$	474,338	
outh Carolina	420,968	\$	2,876,324	
outh Dakota	75,687	\$	564,489	
ennessee	521,267	\$	3,320,710	
exas	1,667,740	\$	12,943,393	
Itah	150,771	\$	887,516	
ermont	48,812	\$	273,966	
irginia	840,398	\$	4,653,545	
Vashington	602,272	\$	3,384,110	
Vest Virginia	173,389	\$	1,601,256	
Visconsin	409,419	\$	2,421,849	
Vyoming	56,518	\$	343,611	
uerto Rico	99,928	\$	1,387,777	
iuam	9,055	\$	66,330	

							EXPENDITURES	IN \$000
COUNTY / CONGRESSIONAL	VETERAN POPULATION*	TOTAL EXPENDITURE	COMPENSATION & PENSION	CONSTRUCTION	EDUCATION REHABILITATION/	INSURANCE INDEMNITIES	MEDICAL CARE	UNIQUI PATIENTS
AITKIN	1,731	\$ 14,476	\$ 6,739	\$ -	\$ 79	\$ 101	\$ 7,557	94
ANOKA BECKER	22,848 2,900	\$ 131,906 \$ 20,865	\$ 55,646 \$ 9,703	\$ - \$ -	\$ 9,123 \$ 519	\$ 1,148 \$ 157	\$ 65,989 \$ 10,486	6,95 1,18
BELTRAMI	3,155	\$ 26,151	\$ 13,993	\$ -	\$ 1,257	\$ 413	\$ 10,487	1,26
BENTON BIG STONE	3,150 441	\$ 27,285 \$ 3,442	\$ 8,903 \$ 1,872	\$ - \$ -	\$ 738 \$ 100	\$ 204 \$ 47	\$ 17,440 \$ 1,423	1,41 270
BLUE EARTH	4,406	\$ 24,104	\$ 10,941	\$ -	\$ 2,855	\$ 698	\$ 9,610	1,22
BROWN CARLTON	1,866 3,211	\$ 13,584 \$ 22,074	\$ 7,361 \$ 13,150	\$ - \$ -	\$ 689 \$ 933	\$ 153 \$ 138	\$ 5,381 \$ 7,853	86 [,] 95,
CARVER	4,930	\$ 19,979	\$ 8,791	\$ -	\$ 1,705	\$ 419	\$ 9,063	1,02
CASS CHIPPEWA	3,347 838	\$ 24,107 \$ 6,603	\$ 12,286 \$ 2,519	\$ - \$ -	\$ 221 \$ 168	\$ 258 \$ 34	\$ 11,343 \$ 3,882	1,48 ¹ 52
CHISAGO CLAY	4,221 4,150	\$ 24,091 \$ 33,302	\$ 13,191 \$ 12,149	\$ - \$ -	\$ 1,515 \$ 1,732	\$ 168 \$ 284	\$ 9,217 \$ 19,137	1,05 1,63
CLEARWATER	767	\$ 6,708	\$ 3,076	\$ -	\$ 111	\$ 5	\$ 3,516	39.
COOK	511 DD 798	\$ 2,377 \$ 5,752	\$ 1,480 \$ 2,472	\$ - \$ -	\$ 18 \$ 30	\$ 96 \$ 155	\$ 783 \$ 3,094	36
CROW WING	5,759	\$ 51,221	\$ 26,268	\$ -	\$ 1,548	\$ 535	\$ 22,870	2,86
DAKOTA DODGE	27,070 1.194	\$ 158,857 \$ 5,799	\$ 68,130 \$ 3,062	\$ - \$ -	\$ 13,707 \$ 366	\$ 2,404 \$ 74	\$ 74,617 \$ 2,297	6,84i 35i
DOUGLAS	3,109	\$ 21,467	\$ 11,058	\$ -	\$ 630	\$ 204	\$ 9,575	1,48
FARIBAULT FILLMORE	1,301 1,523	\$ 7,828 \$ 7,769	\$ 3,427 \$ 4,136	\$ - \$ -	\$ 380 \$ 409	\$ 148 \$ 126	\$ 3,873 \$ 3,099	40· 43i
FREEBORN GOODHUE	2,507 3,834	\$ 15,683 \$ 19,500	\$ 7,108 \$ 8,434	\$ - \$ -	\$ 515 \$ 939	\$ 231 \$ 227	\$ 7,829 \$ 9,900	94 95
GRANT	500	\$ 4,506	\$ 2,101	\$ -	\$ 84	\$ 32	\$ 2,289	23
HENNEPIN HOUSTON	61,511 1,575	\$ 459,706 \$ 8,272	\$ 133,259 \$ 4,757	\$ 8,678 \$ -	\$ 30,560 \$ 464	\$ 7,797 \$ 91	\$ 199,081 \$ 2,960	15,68
HUBBARD	2,263	\$ 15,579	\$ 7,752	\$ -	\$ 238	\$ 102	\$ 7,487	87
ISANTI ITASCA	3,053 4,618	\$ 19,237 \$ 29,168	\$ 8,093 \$ 16,255	\$ - \$ -	\$ 882 \$ 772	\$ 170 \$ 384	\$ 10,092 \$ 11,756	1,159
JACKSON	853	\$ 4,260	\$ 1,848	\$ -	\$ 73	\$ 47	\$ 2,293	29
KANABEC KANDIYOHI	1,416 2.672	\$ 10,597 \$ 19,875	\$ 4,798 \$ 9,978	\$ - \$ -	\$ 122 \$ 488	\$ 51 \$ 282	\$ 5,626 \$ 9,127	62 ¹ 1,31
KITTSON	416	\$ 2,078	\$ 991	\$ -	\$ 44	\$ 15	\$ 1,028	17
KOOCHICHING LAC QUI PARLI		\$ 6,783 \$ 4,367	\$ 3,562 \$ 1,996	\$ - \$ -	\$ 75 \$ 15	\$ 76 \$ 102	\$ 3,071 \$ 2,253	37 30
LAKE LAKE OF WOO!	1,226 OS 497	\$ 7,710 \$ 2,783	\$ 4,595 \$ 1,305	\$ - \$ -	\$ 128 \$ 9	\$ 133 \$ 93	\$ 2,854 \$ 1,376	38- 15
LE SUEUR	1,969	\$ 2,783 \$ 11,366	\$ 4,516	» - \$ -	\$ 344	\$ 101	\$ 6,405	66
LINCOLN LYON	460 1,707	\$ 2,994 \$ 9,431	\$ 1,188 \$ 4,335	\$ - \$ -	\$ 56 \$ 586	\$ 34 \$ 132	\$ 1,717 \$ 4,378	17: 56'
MCLEOD	2,880	\$ 14,937	\$ 6,788	\$ -	\$ 640	\$ 262	\$ 7,246	1,04
MAHNOMEN MARSHALL	406 694	\$ 3,370 \$ 4,748	\$ 1,754 \$ 2,111	\$ - \$ -	\$ 34 \$ 89	\$ I \$ I33	\$ 1,582 \$ 2,415	21: 34
MARTIN	1,703	\$ 12,267	\$ 6,254	\$ -	\$ 303	\$ 204	\$ 5,507	75
MEEKER MILLE LACS	1,882 2,387	\$ 12,559 \$ 24,126	\$ 5,780 \$ 12,193	\$ - \$ -	\$ 408 \$ 733	\$ 143 \$ 143	\$ 6,228 \$ 11,058	76 1,07
MORRISON	2,809	\$ 30,164	\$ 14,910	\$ -	\$ 976	\$ 133	\$ 14,144	1,65
MOWER MURRAY	2,845 674	\$ 16,234 \$ 4,375	\$ 8,993 \$ 1,727	\$ - \$ -	\$ 550 \$ 99	\$ 227 \$ 98	\$ 6,464 \$ 2,451	82i 31i
NICOLLET NOBLES	2,120 1,378	\$ 12,297 \$ 6,874	\$ 6,008 \$ 2,481	\$ - \$ -	\$ 995 \$ 306	\$ 151 \$ 157	\$ 5,144 \$ 3,930	77: 52:
NORMAN	590	\$ 4,479	\$ 2,005	\$ -	\$ 132	\$ 8	\$ 2,334	25
OLMSTED OTTER TAIL	10,205 5,207	\$ 34,293 \$ 36,955	\$ 16,436 \$ 17,701	\$ - \$ -	\$ 3,093 \$ 905	\$ 856 \$ 564	\$ 13,909 \$ 17,784	1,860 2,220
PENNINGTON	973	\$ 6,298	\$ 3,053	\$ -	\$ 266	\$ 67	\$ 2,912	33
PINE PIPESTONE	2,813 650	\$ 18,957 \$ 3,238	\$ 9,881 \$ 1,067	\$ - \$ -	\$ 578 \$ 136	\$ 152 \$ 26	\$ 8,346 \$ 2,009	90· 23
POLK	2,533	\$ 13,283	\$ 6,053	\$ -	\$ 756	\$ 186	\$ 6,288	94
POPE RAMSEY	881 27,709	\$ 5,965 \$ 153,695	\$ 2,941 \$ 60,852	\$ - \$ 21	\$ 173 \$ 13,956	\$ 65 \$ 3,365	\$ 2,785 \$ 75,501	421 6,66
RED LAKE REDWOOD	358 1,116	\$ 1,774 \$ 8,577	\$ 833 \$ 4,630	\$ - \$ -	\$ 54 \$ 243	\$ 9 \$ 180	\$ 877 \$ 3,523	11. 44.
RENVILLE	1,148	\$ 7,599	\$ 4,428	\$ -	\$ 186	\$ 104	\$ 2,882	48
RICE ROCK	4,393 643	\$ 19,711 \$ 4,774	\$ 9,267 \$ 2,207	\$ - \$ -	\$ 1,287 \$ 152	\$ 815 \$ 100	\$ 8,342 \$ 2,316	95: 30:
ROSEAU	1,012	\$ 5,296	\$ 3,006	\$ -	\$ 104	\$ 53	\$ 2,133	39
ST. LOUIS SCOTT	18,340 7,258	\$ 94,094 \$ 43,147	\$ 50,381 \$ 18,291	\$ - \$ -	\$ 5,767 \$ 3,453	\$ 1,469 \$ 711	\$ 36,476 \$ 20,693	5,30 1,99
SHERBURNE	6,101	\$ 48,335	\$ 22,176	\$ -	\$ 3,619	\$ 423	\$ 22,117	2,35
SIBLEY STEARNS	1,172 9,950	\$ 5,607 \$ 138,352	\$ 2,608 \$ 44,816	\$ - \$ 6,900	\$ 237 \$ 4,345	\$ 84 \$ 1,044	\$ 2,679 \$ 79,552	37/ 5,62
STEELE STEVENS	2,705 504	\$ 12,193 \$ 2,616	\$ 6,323	\$ - \$ -	\$ 662 \$ 85	\$ 224 \$ 21	\$ 4,985 \$ 1,117	69. 22
SWIFT	886	\$ 5,714	\$ 2,852	\$ -	\$ 169	\$ 102	\$ 2,591	34
TODD TRAVERSE	2,080 335	\$ 15,884 \$ 1,814	\$ 6,640 \$ 1,032	\$ - \$ -	\$ 137 \$ 45	\$ 131 \$ 76	\$ 8,977 \$ 660	1,010
WABASHA	1,798	\$ 11,575	\$ 6,501	\$ -	\$ 356	\$ 172	\$ 4,545	63.
WADENA WASECA	1,167 1,697	\$ 12,775 \$ 7,451	\$ 8,210 \$ 3,374	\$ - \$ - \$ -	\$ 261 \$ 368	\$ 93 \$ 160	\$ 4,212 \$ 3,549	62° 43°
WASHINGTON	1 16,273	\$ 80,891	\$ 36,215	\$ -	\$ 7,780	\$ 1,254	\$ 35,642	3,28
WATONWAN WILKIN	867 465	\$ 5,248 \$ 3,362	\$ 2,635 \$ 1,300	\$ - \$ -	\$ 124 \$ 189	\$ 112 \$ 40	\$ 2,377 \$ 1,834	38- 18:
WINONA	3,561	\$ 14,264	\$ 6,922	\$ -	\$ 934	\$ 256	\$ 6,152	94
WRIGHT YELLOW MEDICI	8,703 NE 759	\$ 46,233 \$ 6,922	\$ 21,129 \$ 3,232	\$ - \$ -	\$ 2,528 \$ 190	\$ 630 \$ 97	\$ 21,946 \$ 3,403	2,37 42
MINNESOTA	360,754	\$2,336,965	\$986,609	\$15,600	\$133,629	\$33,370	\$1,085,731	113,57
CONG DIST (C	2) 44,607	\$ 238,052 \$ 256,263	\$115,042 \$111,980	\$ - \$ -	\$ 14,409 \$ 20,487	\$ 4,777 \$ 3,873	\$ 103,824 \$ 119,924	14,08- 11,34
CONG DIST (C		\$ 171,848 \$ 199,244	\$ 65,770 \$ 81,189	\$ - \$ 21	\$ 14,274 \$ 18,304	\$ 5,117 \$ 4,329	\$ 86,687 \$ 95,400	9,38 8,60
CONG DIST (0	34,076	\$ 347,940	\$ 92,944	\$ 8,678	\$ 20,648	\$ 3,503	\$ 141,835	9,44
CONG DIST (C	7) 50,861	\$ 356,884 \$ 351,192	\$ 139,577 \$ 162,113	\$ 6,900 \$ -	\$ 19,070 \$ 11,208	\$ 3,136 \$ 4,253	\$ 186,505 \$ 173,619	16,30 21,75
CONG DIST (0	8) 61,293	\$ 415,542	\$217,994	\$ -	\$ 15,230	\$ 4,381	\$ 177,937	22,65
 Veteran population estimates, as of September 30, 2013, are produced by the VA Office of the Actuary (VetPop 2011). Unique patients are patients who received treatment at a VA health care facility. Data are provided by the Allocation Resource Center (ARC). 								

FY13 SUMMARY OF EXPENDITURES • BY COUNTY

October 1, 2012 thru September 30, 2013

^{**} Unique patients are patients who received treatment at a VA health care facility. Data are provided by the Allocation Resource Center (ARC).

2014 EVENTS of MINNESOTA VETERANS



JULY I Minnesota Veteran Lee R. Anderson Sr., receives the Distinguished Graduate Award from the U.S. Military Academy at West Point, the highest honor a graduate can receive



Hilton Hotels in Minnesota partners in a program to provide accommodations to Veterans searching for jobs outside their area



MDVA Deputy Commissioner Reggie Worlds and Higher Education Veterans Program Director David Bellefeuille joins Minnesota Military Radio Host Tom yons for a live show at the Minnesota State Fair



Marking the 50th anniversary of the start of the Vietnam War, Minnesota Vietnam-era veterans are honored during Military Appreciation Day at the



Since the turn of the century, November has been declared Native American Heritage Month, recognizing the con military service

NOVEMBER 5

MDVA hosts a Grand

renovation of the Bishop

Henry Whipple Federal

Building at Fort Snelling

OCTOBER 3 Annual Gold Star Family Retreat held at Cragun's Resort in Brainerd to honor and remember Minnesota's Fallen Service Members



DECEMBER 7

Re-Opening of the St. Paul MDVSS, the Pearl Harbor Survivors Association, and Claims and Outreach office, the Fort Snelling Memorial after completing a two-year Rifle Squad commemorate the 72nd Anniversary of the attack on Pearl Harbor. The Veterans community

gather to honor and

those who lost their lives,

and celebrate those who

are still with us.



NOVEMBER 11 A crowd of 400 gather at the 2013 State of Minnesota Veterans Day Program to honor those that served



extra steps to support our

Military Service Members,

Veterans and Military

Families.

JANUARY 17

Governor Mark Dayton

In Celebration

day, Mall of America is proudly the 35th

Building 19 on the Minneapolis Veterans Home Campus receives certification from the Centers for Medicare & Medicai ervices (CMS). The certification designates the facility has met quality guidelines, allowing it to receive Medicaid and Medicare funds, and making it the first CMS certification in the Minnesota Veterans Home system.



APRIL

Governor Dayton proclaims April as Month of the Military Child in the State of Minnesota. Military-connected youth throughout the state are recognized for the sacrifices they make while a parent serves in the Armed Forces. As a special recognition military children can also receive a letter of thanks from the Governor.



MAY In 1999, Congress designates May as National Military Appreciation Month to ensure the nation is given the opportunity

Governor Dayton signs a new bill into law reducing the years of military law enforcement experience that Veterans need to qualify to take the police reciprocity

MAY 16

MAY 17

Americans in uniform who served their country in times of war and peace are honored at area Armed Forces Day events



June 6th marked the 70th anniversary of "D-Day," the Invasion of Normandy the largest seaborne invasion in history that greatly contributed to an Allied victory in the war



Officially established in 1916 by President Woodrow Wilson, Flag Day commemorates the adoption of the flag of the United States

2013

2013

OCTOBER 12

SEPT

World War II to the current conflicts •

MDVA and the Women Veterans of Minnesota host the Women Veterans

Fall Luncheon at the Ft. Snelling Officers Club. Sixty-four women Veterans

were in attendance, representing each branch and all eras of service, from

2013



JULY 16 Governor Dayton holds a public ceremonial signing of a bill to fund construction of a Hmong-Lao Veterans Memorial •



JULY 16 More than 1,000 U.S. military connect with employers at the Minnesota Veterans Career Fair



SEPTEMBER 28

National Academy of Television Arts and Luke Heikkila from Twin Cities Public Veterans Affairs and the Minnesota National Guard with the 2013 Board of Governors Award. Over the last seven years, this partnership has showcased the bravery, sacrifice and service of our Veterans and

military with documentaries as "Home and

Hope" and "Home for Heroes." ●

OCTOBER 3-9

MDVA leaders host statewide town hall meetings, traveling to the communities of Bemidii. Detroit Lakes. Duluth, Little Falls, Mankato, Marshall, Minneapolis and Rochester. There they met with citizens and members of the Minnesota Veterans Community to discuss key accomplishments and seek new ideas for how MDVA can further support the needs of Veterans and their families.



NOVEMBER 8

Ground is broken on the new State Veterans Cemetery in southeastern Minnesota, in the community of Preston. The 169-acre site, located off of Hwy 52, was donated by Fillmore County, a region where more than 50,000 Veterans live. The \$10.1 million project includes a main entrance, cortege assembly area, administration building, maintenance facility, roads, assembly area, committal shelter, pre-placed crypts, cremation burial areas, columbarium, landscaping and a memorial walk. Phase I of the development is scheduled to open in 2015.



JANUARY 29

Commissioner Larry Shellito presents the family of Veteran George I. Johnson, killed in action during the Korean War, with a Purple Heart, a medal the family thought for decades to be lost •



St. Paul to lobby that the issues important to Veterans are presented in the 2014 Minnesota legislative agenda.



Minnesota Veterans take to Minnesota's Capitol Hill in



MAY 25 & 26 Memorial Day, the 26th, commemorates the men and women who died while in the military service. The State Veterans Cemetery in Little Falls, MN, hosts its annual Memorial Day service on Sunday, the 25th, with hundreds packing into the area for the service.

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